

PATIENT PARTICIPATION REPORT

2013/14

Practice Code:

C80157

Practice Name:

Willington Surgery

An introduction to our practice and our Patient Reference Group (PRG)

Willington Surgery has a patient list of 8310 and the staff includes 2 full time and 4 part time GPs as well as 4 part time nurses, a phlebotomist and an HCA. The Patient Reference group or PPG was established five years ago and has hosted a number of events including Carers Information, Dementia and Diabetes as well as supporting the practice with the patient questionnaire and fund raising. All patients (over 16) and staff are members and there is a committee which meets every 2 months.

The PPG is formally affiliated to the National Association for Patient Participation (NAPP). Minutes of the PPG meetings are published for the benefit of all patients on the practice website.

Establishing the Patient Representative Group				
This shows how the practice has tried to ensure that the PRG is representative of the wider practice population. Information is provided here on the practice and PRG profile.				
	Practice population profile (over 16 years)	PRG profile		Difference
	Age	Committee	Email group	
% 16-34	22%	0%	20%	Similar
% 35 – 54	35%	12.5%	31%	>PPG
% 55 – 74	33%	75%	45%	< PPG
% 75 and over	10%	12.5%	4%	<PPG
	Gender			
% Male	49%	12.5%	55%	

% Female	51%	87.5%	45%	
	Ethnicity			
% White British	84%	100%		
% Other	16% (not known how this is split)			
	These are the reasons for any differences between the above PRG and Practice profiles:			
	Generally older females use health services more than any other patient group and are more likely to be retired and able to support voluntary groups.			
	In addition to the above demographic factors this is how the practice has also taken account of other social factors such as working patterns of patients, levels of unemployment in the area, the number of carers:			
	Events are planned during the day for carers and early evening for education events such as dementia or diabetes.			
	This is what we have tried to do to reach groups that are under-represented:			
	The Practice Manager and Chairperson have been to local group meetings to give talks about PPG. The activity of the group is extensively advertised in the surgery, newsletters and website.			

Setting the priorities for the annual patient survey

This is how the PRG and practice agreed the key priorities for the annual patient survey

The committee met in September 2013 to discuss the requirements of the questionnaire. The action plans from the previous questionnaires were checked and a new questionnaire developed. It was much shorter than the previous questionnaire to try and avoid the large number of incomplete forms found previously and to address key patient concerns. The questionnaire was accepted unanimously by the committee.

The main areas of concern for patients from the previous questionnaires related to the telephone system, receptionists and lack of bookable appointments.

Designing and undertaking the patient survey

This describes how the questions for the patient survey were chosen, how the survey was conducted with our patients and includes a summary of the results of the survey (full results can be viewed as a separate document)

See above

How our patient survey was undertaken: Questionnaires were handed out by members of PPG to patients at flu clinics and general surgery sessions as well as left in the surgery for patients to pick up and complete during a six week period. The practice has a number of email contacts who answered the questionnaire on line and it is hoped that the new surgery computer system will facilitate more 'virtual' engagement with patients for the purposes of participation in electronic satisfaction surveys and ensuring patients are notified of information and news relating to the practice.
Summary of our patient survey results: See attached report

Analysis of the patient survey and discussion of survey results with the PRG This describe how the patient survey results were analysed and discussed with PRG, how the practice and PRG agreed the improvement areas identified from the patient survey results and how the action plan was developed:
The results from the questionnaires were then transferred to an on line document by several members of PPG and from this a summary of the survey results was produced The results were also analysed to determine any differences in response from the old surgery to the new surgery. The number of questionnaires completed before and after the move was almost identical.
The key improvement areas which we agreed with the PRG for inclusion in our action plan were: Shown below
We agreed/disagreed about: The committee were in agreement with the plans.

Priority improvement area Eg: Appointments, car park, waiting room, opening hours	Proposed action	Responsible person	Timescale
Receptionists	It was suggested that staff should be reminded that patients in surgery are generally unwell and more likely to be irritable or complaining. Acknowledge patients	Training is always on going but this point will be emphasised again Practice	ASAP

	waiting	Manager	
Communication	Information about surgery Informal group talks to explain the work of the local surgery	The practice is investigating methods of economic leaflet drop Try and encourage more local groups to take up the offer of a talk by Practice Manager	ASAP On-going
Appointments	This is a continuing challenge for management	Public messages. Ensure patients aware of other services to access advice	On-going
Confidentiality	Barrier to ensure patients do not crowd up to reception desk	Also a radio to make surgery seem less quiet and echoic.	ASAP

Review of previous year's actions and achievement

We have summarised below the actions that were agreed following the patient survey 2012/13 and whether these were successfully completed or are still on-going and (if appropriate) how any have fed into the current year's survey and action plan:

Car parking was a big issue identified from previous questionnaires along with staff attitudes and the telephone system.
The relocation to the new surgery has resolved this along with staff training.
On-going issues are appointments and more specifically appointments for particular doctors.

Where there were any disagreements between the practice and the PRG on changes implemented or not implemented from last year's action plan these are detailed below:

None

Publication of this report and our opening hours

Website
Local Parish Magazine
In Surgery on display board

Opening times
These are the practice's current opening times (including details of our extended hours arrangements)

8am- 6.30pm Monday – Saturday
No extended hours